GOVERNMENT OF INDIA
EXTERNAL AFFAIRS
LOK SABHA

UNSTARRED QUESTION NO:2028
ANSWERED ON:09.03.2016
Cases of Irregularities
Gawali (Patil) Ms. Bhavana;Singh Shri Sushil Kumar;Tumane Shri Krupal Balaji

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

(a) whether the number of complaints against Indian diplomats working abroad has increased during the last three years;

(b) if so, the details of complaints so received country-wise, year-wise;

(c) the action taken by the Government in each of these cases; and

(d) the efforts taken to prevent recurrence of such incidents?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS
[GEN. (DR) V. K. SINGH (RETD)]

(a) to (d) There is no increase in the number of complaints against the Indian diplomats in our Missions and Posts abroad. The number of complaints reported in the years 2013, 2014 and 2015 were 4, 7 and 5 respectively.

The above complaints generally relate to consular matters such as refusal to accept the visa documents in time, refusal to grant long term business visa, rejection of visa applications, delays in processing of passport/visa applications and rude behaviour.

Our Missions and Posts have taken action in each case against the erring officials, as per the rules applicable. One diplomat was recalled in the year 2015.

General complaints and grievances received on consular matters are dealt with promptly, whenever received. A dedicated online Consular Grievance Management System 'MADAD' has been created for this purpose.